

118TH CONGRESS
2D SESSION

H. R. 9398

To prioritize the processing of United States passport applications submitted at in-person appointments at passport agencies or through the mail, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

AUGUST 23, 2024

Ms. CARAVEO (for herself and Mr. CARTER of Georgia) introduced the following bill; which was referred to the Committee on Foreign Affairs

A BILL

To prioritize the processing of United States passport applications submitted at in-person appointments at passport agencies or through the mail, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Passport Processing
5 Efficiency Act”.

1 **SEC. 2. PRIORITY OF PROCESSING OF PASSPORT APPLICA-**
2 **TIONS AT IN-PERSON APPOINTMENTS AT**
3 **PASSPORT AGENCIES AND THROUGH THE**
4 **MAIL.**

5 The Secretary of State shall prioritize the processing
6 of United States passport applications submitted by indi-
7 viduals at in-person appointments at passport agencies or
8 through the mail over applications transmitted by third-
9 party passport couriers.

10 **SEC. 3. REPORTS.**

11 (a) IN GENERAL.—Not later than 180 days after the
12 date of the enactment of this Act, and annually thereafter,
13 the Secretary of State shall submit to the Committee on
14 Foreign Relations of the Senate and the Committee on
15 Foreign Affairs of the House of Representatives a report
16 that includes—

17 (1) data illustrating the allocations of slots to
18 third-party couriers by each passport agency on a
19 yearly basis, disaggregated by passport agency;

20 (2) data illustrating the changes made to the
21 number of such allocations of slots to third-party
22 couriers by each passport agency, disaggregated by
23 passport agency, during the reporting period; and

24 (3) an explanation detailing how the Depart-
25 ment of State decided on the allocation of slots to

1 third-party couriers and any adjustments thereto
2 during the reporting period.

3 (b) REPORT RELATING TO CITATIONS.—Not later
4 than 180 days after the date of the enactment of this Act,
5 and annually thereafter, the Secretary of State shall sub-
6 mit to the Committee on Foreign Relations of the Senate
7 and the Committee on Foreign Affairs of the House of
8 Representatives a report that includes—

9 (1) all citations against third-party passport
10 couriers by each passport agency; and

11 (2) for each citation listed under paragraph (1),
12 a description of the penalty imposed against the cou-
13 rier involved and a notation indicating the passport
14 agency that issued the citation and the penalty.

15 (c) CITATION DEFINED.—In this section, the term
16 “citation” means any violation of the Department of
17 State’s National Hand-Carry Procedures for Passport Ap-
18 plications and Completed Passports, or any regulations or
19 other measures related to or succeeding these procedures,
20 recorded by a passport agency.

21 **SEC. 4. WEBSITE.**

22 (a) IN GENERAL.—The Secretary of State shall pub-
23 lish and maintain on the Department of State’s website
24 a section for individuals to submit complaints against

1 third-party couriers and an aggregated summary of such
2 complaints.

3 (b) MATTERS TO BE INCLUDED.—The aggregated
4 summary required by subsection (a) shall include—

5 (1) the most frequent and the most severe com-
6 plaints submitted pursuant to such subsection; and

7 (2) a description of steps the Department of
8 State has taken, is taking, or intends to take to re-
9 mediate such complaints.

10 **SEC. 5. THIRD-PARTY PASSPORT COURIERS AND THIRD-**
11 **PARTY COURIERS DEFINED.**

12 In this Act, the terms “third-party passport couriers”
13 and “third-party couriers” mean a private-sector entity
14 that charges a passport applicant a service fee for hand
15 delivering his or her passport application to a domestic
16 United States passport agency and retrieving the com-
17 pleted passport or related documents on behalf of the ap-
18 plicant.

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